eWiSACWIS User Modernization Newsletter

Contents:

New Help Desk Process

We continue to move forward on the eWiSACWIS Modernization. As a result, our Help Desk process will be transferring to the Department of Children and Families (DCF). See below for a list of benefits and changes on our new and improved help desk process.

What do I do if I have an eWiSACWIS question or a problem?

To report problems or request assistance with the eWiSACWIS application, contact the DCF Help Desk.

Telephone	email
(608) 264-6323 (855) 264-6323 (Toll Free)	DCFHelpdesk@wisconsin.gov

When can I begin contacting the new DCF Help Desk?

We are still working on implementing the new process. You can begin calling or emailing the new DCF Help Desk on **July 5th, 2011**.

What are the DCF Help Desk hours of operation?

The DCF Help Desk is open 24 hours a day, 7 days a week to report any issues or concerns. In the past, help desk staff answered all calls outside of normal business hours, and logged a ticket for next business day resolution. With the new process, the DCF Help Desk will only be staffed by technicians during normal business hours; however, any calls outside of these hours will be transferred to voicemail for next business day resolution which is identical to the previous process.

The Help Desks are answered by technicians during the following business hours. Please note that the DCF Help Desk is not staffed on Weekends or State Holidays.

Help Desk	Days of Week	Business Hours
DCF Help Desk	Monday – Friday	7:00 AM – 5:00 PM
eWiSACWIS Help Desk	Monday – Friday	7:45 AM – 4:30 PM

"You can begin calling or emailing the new DCF Help Desk on July 5th, 2011."

eWiSACWIS password resets will continue to be administered by the Department of Administration (DOA) Division of Enterprise Technology (DET) Help Desk. They are available 24 hours a day, 7 days a week to reset your password. See the help desk phone tree structure below for password resets and 403 forbidden errors.

DCF HELP DESK

Telephone:

(608) 264-6323

Toll Free:

(855) 264-6323

Email:

DCFHelpdesk@wisconsin.gov

BUSINESS HOURS

DCF Help Desk:

7:00 AM – 5:00 PM (M-F)

eWiSACWIS Help Desk:

7:45 AM – 4:30 PM (M-F)

What happens to my call?

The DCF Help Desk is setup with a phone tree structure. When you call the new DCF Help Desk, you will be greeted with an automated message that will assist in directing your call to the appropriate Service Desk technician.

➢ Select **option 1** for PC, networking or telephone related questions for State DCF employees.
➢ Select **option 2** for non-eWiSACWIS password resets or other security related questions.
➢ Select **option 3** for eWiSACWIS related questions.
➢ Select **option 4** for DCF Web Application related questions such as KCTS and Wanda.

When selecting option 3, you will be greeted with an additional automated message that will assist in directing your call based on whether you have a password reset / a 403 forbidden error or an application question.

➢ Select **option 1** for eWiSACWIS password resets or 403 forbidden errors.
➢ Select **option 2** for all other eWiSACWIS related questions.

Voicemail

In the event that a DCF Help Desk technician is not available to answer your call or if you are calling outside of normal business hours, your call will be transferred to voicemail. A helpdesk ticket will be automatically generated for you and transferred to the eWiSACWIS Help Desk in a timely manner.

What information should I provide?

The following information is critical when you contact the DCF Help Desk either by telephone or email. Please provide the same information when leaving a voicemail.

Customer Details

Provide your correct name, telephone number and email address to facilitate a quick return response.

Write down the "ticket" or problem reference number you are given. This number is key to being able to efficiently track the status of a call.

Problem Details

To assist the eWiSACWIS Help Desk technicians when your ticket is assigned to them, please provide a brief but informative description of the problem. Information like the Case ID, Provider ID, Person ID and the page on which the problem occurs will facilitate a quicker response and resolution.

For case, provider and person records, the ID can be found at the top of the respective page.

Do not provide names of case or provider participants when either sending an email, talking to a Help Desk technician or when leaving a voicemail with your eWiSACWIS issue.

Remember that the first level DCF Service Desk technicians do not know the eWiSACWIS application, so the more detail you can provide, the better. State if the problem is affecting multiple users. This is especially important for technical problem calls.

We welcome any questions, comments or suggestions to improve communication. Please send your feedback to **Beth Wydeven**.

Severity

Provide an estimate of severity.

Severity	Description
Critical	System is inaccessible, no workaround to the problem exists, or a time-critical deadline exists for the worker.
Urgent	Worker can perform other activities in the application but it is vital to get the problem resolved quickly.
Normal	Enhancement requests, training questions ("how do I…"), general questions and any problem that isn't Urgent or Critical.

When will I receive a reply?

The response times have not changed and will vary according to the severity of your call. Therefore, it is important to give the Help Desk technician an idea of how severe your situation is. The response to eWiSACWIS application problems are prioritized based on severity as follows:

Severity	Target Response Time
Critical	Calls are responded to within **30 minutes** during normal business hours.
Urgent	Calls are responded to within **1 hour** during normal business hours.
Normal	Calls are responded to within **4 hours** during normal business hours.

Please note that all voicemail left outside of business hours will not be addressed until the following business day.

State of Wisconsin

Bureau of Information Technology Services (BITS)

125 South Webster Street, Room 321

Madison, WI 53703-3474

What if my call is critical?

As an added benefit, we will be implementing a new process for critical calls. Your calls are important to us and we strive to respond to all calls quickly. If your call is deemed critical, your call will be transferred during normal business hours to the first available eWiSACWIS Help Desk technician.

Share the News

Please share this newsletter with all eWiSACWIS users. Stay tuned for regular messages on the modernized eWiSACWIS application! Ask your eWiSACWIS county liaisons about it.

We're on the Web!

eWiSACWIS Knowledge Web